

Daim Ntawv Thov Kev Ncaj Ncees (Appeal) Yog Dabtsi?

Cov Ntaub Ntawv Tsis Pub Leej Twg Paub Ntawm Tus Neeg Txais Kevpab

(Confidential Client Information)

Sutter-Yuba Mental Health Plan

Cov Lus Uas Coob Leej Nug Txog Daim Ntawv Thov Kev Ncaj Ncees (Frequently Asked Questions)

Daim Ntawv Thov Kev Ncaj Ncees (Appeal) yog dabtsi?

Appeal yog “Ib txoj kev thov kom soj ntsuam xyuas txog daim ntawv Tsis Muab Kevpab (Notice of Adverse Benefit Determination/NOABD).” Daim ntawv *NOABD yog dabtsi?* Daim ntawv NOABD yuav tau muab xa rau koj thaum Mental Health Plan (MHP) ua ib yam nram qab no:

1. Tsis kam muab kevpab los sis cov kevpab muaj muab tsis tag, suav nrog kev txiavtxim txog cov them kevpab (levels of service), kev txiavtxim txog seb koj tus mob puas tsim nyog txais kevpab (requirements of medical necessity), kev txiavtxim tias seb cov kevpab puas yuav phim los mus kho koj tus mob, qhov chaw muab kevpab puas yuav phim, los sis seb cov kevpab puas yuav ntxim kho tau koj tus mob uas koj daim ntawv kho mob txaus siab them.
2. Muab cov kevpab txo tsawg lawm, muab cheem tseg (suspend), los sis muab cov kevpab uas twb tau tsocai yav dhau los tshem tawm.
3. Tsis kam them cov nqi rau kevpab, txawm tias yuav yog ib qho me2 los sis tag nrho. Muab tsis tau cov kevpab raws sijhawm.
4. Ua tsis tau raws lub sijhawm hais tseg rawsli Sutter-Yuba MHP tau txiavtxim.
5. Tsis ua haujlwm raws sijhawm li teev tseg hauv daim ntawv Tsis Txaus Siab (standard grievance) thiab txiavtxim siab tsis raws sijhawm li hauv daim ntawv Thov Kev Ncaj Ncees (standard appeals) los sis daim ntawv Thov Kev Ncaj Ncees Sai (expedited appeals).
6. Txavtxim tias tsis tsimnyog nrog koj tham txog yam uas koj tsis txaus siab ntawm cov nujnqi uas koj tau them (financial liability), suav nrog cov nyiaj uas koj yuavtsum them koj tuskheej uantej koj daim ntawv kho mob them (cost sharing), cov nyiaj koj yuavtsum them uantej koj ntsib tus neeg muab kevpab rau koj los sis them tshuaj noj (copayments), cov nyiaj koj yuavtsum them txhua txhua hli rau koj daim ntawv kho mob (premiums), cov nyiaj kho mob uas koj yuavtsum them uantej koj daim ntawv kho mob them (deductibles), cov nyiaj uas koj daim ntawv kho mob teev tias koj yuav them pes tsawg feempua ntawm tus nqi kho mob (coinsurance), thiab lwm yam nujnqi uas tsimnyog tusneeg txais kevpab los mus them.

Kuv yuav mus nga daim ntawv Thov Kev Ncaj Ncees qhov twg?

Daim ntawv Thov Kev Ncaj Ncees muaj nyob rau txhua lub tsev haujlwm uas yog Sutter-Yuba Behavioral Health lub. Koj nug tus neeg ua haujlwm rau Behavioral Health kom muab daim ntawv Thov Kev Ncaj Ncees rau koj los tau.

Kuv yuav xa (file) daim ntawv Thov Kev Ncaj Ncees li cas?

- Tus neeg txais kevpab (beneficiary) tuaj thov kev ncaj ncees siv lub ncauj (orally) los sis sau ntawv (writing) xwb los tau. Yog tias tus neeg txais kevpab xav thov kev ncaj ncees sai sai (expedited appeal), nws yuav tsum sau daim ntawv thov kev ncaj ncees sai thiab kos npe rau daim ntawv tomqab uas nws tuaj thov kev ncaj ncees.
- Tus neeg txais kevpab muaj 60 hnuv tomqab uas nws tau txais daim ntawv NOABD los mus thov kev ncaj ncees.
Tus neeg txais kevpab yuav tau txais daim ntawv ntsuam xyuas kev ncaj ncees nyob li ntawd 30 hnuv.

Yog koj xav tau kevpab xa daim ntawv Thov Kev Ncaj Ncees, hu rau ib tug neeg ua haujlwm rau Mental Health Plan (MHP) nram qab no:

1. Quality Assurance Staff Analyst: (530) 822-7200
2. **Toll-Free:** 1-888-923-3800
3. TTY-CRS to Voice 1-800-735-2929
4. Patient’s Rights Advocate Ph: (530) 822-7200 nem tus lej 8
PO Box 1694, Yuba City, CA 95992

Tomqab sau daim ntawv Thov Kev Ncaj Ncees, yuav ua li cas ntxiv thiab?

Tus neeg ua hawjlwm rau Sutter-Yuba MHP mam li taug qab saib xyuas kev txiav txim rau koj uantej 30 hnub uas nws txais tau koj daim ntawv Thov Kev Ncaj Ncees thiab mam li sau ntawv teb koj. Thawj daim ntawv yuav qhia rau koj tias peb txais tau koj daim ntawv Thov Kev Ncaj Ncees lawm, hos daim ob mam li teb rau koj txog kev tshawb fawb thiab peb kev txiav txim rau koj cov teebmeem.

Daim ntawv Thov Kev Ncaj Ncees Raws Sijhawm (Standard Appeal) thiab daim ntawv Thov Kev Ncaj Ncees Sai (Expedited Appeal) sib txawv li cas?

Yog thaum SYMHP los sis tus neeg txais kev pab (beneficiary) los yog tus muab kev pab rau tus neeg mob (beneficiary's provider) pom tau tias yog tsis saib xyuas cov teebmeem no sai, yuav muaj feem ua tau rau ib tug neeg tag sim neej, noj tsis qab nyob tsis zoo, los sis uas tsis taus, tswj tsis taus, thiab pab tsis taus tus kheej lawm no ces txhais tau tias yuav tsum ua kom tau sai sai (Expedited Appeals).

SYMHP mam li los daws teebmeem thiab qhia koj txog kev soj ntsuam 72 teev tomqab lawv tau txais daim ntawv Thov Kev Ncaj Ncees Sai. Yog koj sau daim ntawv Thov Kev Ncaj Ncees Sai (Expedited Appeals) es SYMHP txiam txim tias tsis tsimnyog yuav tsum ua kom sai, peb mam li sau ntawv tuaj qhia koj ces mam li ua kom raws li lub sijhawm ib txwm ua (standard appeal process). Yog koj muaj kev nyuajsiab xav tau kev pab sai, txhob ua siab deb, hu tau rau Chav Muab Kev Pab Sai Sai (Psychiatric Emergency Services) ntawm (530) 673-8255 los sis 1-888-923-3800.

Daim Ntawv Thov Kev Ncaj Ncees (Appeal Form)

Note: Kev xa daim ntawv Thov Kev Ncaj Ncees (Appeals) tomqab koj tau txais daim ntawv Tsis Muab Kevpab (NOABD) yuav tsis cuamtshuam txog koj cov kevpab nrog Sutter-Yuba Counties Mental Health Plan. Tus neeg ua hawjlwm rau Sutter-Yuba Mental Health Plan's Quality Management mam li sau ntawv teb koj tomqab 30 hnuv yog koj xa daim ntawv Thov Kev Ncaj Ncees Raws Sijhawm (Standard Appeal) los sis 72 teev uas nws txais tau koj daim ntawv Thov Kev Ncaj Ncees Sai (Expedited Appeal). Yog tias peb tsis pom zoo txais (denies) koj daim ntawv Thov Kev Ncaj Ncees Sai (expedited appeal), lawv mam li xa ib daim ntawv tuaj qhia koj ces lawv mam li ua koj cov ntaubntawv raws li daim Thov Kev Ncaj Ncees Raws Sijhawm (standard appeal). Thov xaiv seb koj xa daim ntawv Thov kev Ncaj Ncees twg.

Raws Sijhawm (Standard Appeal) Sai (Expedited Appeal)

Hnuv: _____ Chaw Txais Kevpab: _____

Tus Txais Kevpab Lub Npe: _____ Hnuv Yug: _____

Yog tus txais kevpab tsis tau muaj 18 xyoo, sau tus neeg sawv cev rau nws los mus rau daim ntawv no lub npe: _____

Chaw Nyob (Nroog (City) /Xeev (State)/Zip): _____

Xovtooj (Thov qhia seb lub caij twg zoo hu tshaj): _____

Thov sau kom zoo nkauj thiaj li nyeem tau.

1. Yog vim li cas koj thiaj li thov kev ncaj ncees? Qhia kom meej li meej tau. Ntxiv ntawv rau yog cov kab no tsis txaus.

2. Yog koj xaiv daim ntawv Thov Kev Ncaj Ncees Sai (Expedited), thov qhia seb yog vim li cas koj thiaj ntseeg tias cov lus no tsimnyog muab hais kom sai sai. Thov piav kom tag cov ntsiab lus thiab piav meej li meej tau. Ntxiv ntawv rau yog cov kab no tsis txaus.

3. Koj puas tau nrog tus neeg muab kevpab rau koj (service coordinator, therapist, counselor, psychiatrist, etc...) tham txog qhov teebmeem no? Tau Tsis Tau

4. Koj xav kom peb daws qhov teebmeem Thov Kev Ncaj Ncees no li cas?

Hnuv no yog:	Lub npe teev ntawm tus neeg xa daim ntawv Thov Kev Ncaj Ncees:
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